

What is claimed is:

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- 5 1. A method for entering messages into a database, the
method comprising:
receiving a message from a user by means of one of a
plurality of allowable communication devices;
entering the message into a designated account in
10 the database; and
storing the message in a uniform storage format
specified for the account, wherein the uniform storage
format is independent of a data format used by the
communication device.
- 15 2. The method according to claim 1, wherein the
allowable communication devices include:
telephone;
mobile telephone;
20 computer
PDA; and
pager.
- 25 3. The method according to claim 1, further comprising
requesting personal identification information from the
user, wherein the information is used to verify access
rights to the database.
- 30 4. The method according to claim 1, wherein the message
entered into the database is a voice message.

1. The first part of the document is a list of references. The references are listed in a vertical column on the left side of the page. The references are:

5. The method according to claim 1, wherein the message entered into the database is a text message.

6. The method according to claim 1, wherein the uniform
5 storage format specified for the database account may be
one of the following:

10 MP3;
wave file;
AU;
WMA; and
Real Audio.

7. A method for retrieving messages from a database, the method comprising:

15 receiving a message-retrieval request from a user by
means of one of a plurality of allowable communication
devices;

retrieving the requested message from a designated
account in the database, wherein the message is stored in
20 a uniform storage format specified for the account;

converting the message contents from the uniform storage format to a data format compatible with the communication device; and

conveying the message contents to the user.

8. The method according to claim 7, wherein the allowable communication devices include:

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        telephone;
        mobile telephone;
30      computer
        PDA; and

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paper.

9. The method according to claim 7, further comprising requesting personal identification information from the user, wherein the information is used to verify access rights to the database.

10. The method according to claim 7, wherein the message retrieved from the database is a voice message.

11. The method according to claim 7, wherein the message retrieved from the database is a text message.

12. The method according to claim 7, wherein the uniform
15 storage format specified for the database account may be
one of the following:

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    MP3;
    wave file;
    AU;
20    WMA; and
    Real Audio.

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13. A computer program product in a computer readable medium for use in a data processing system, for entering
25 messages into a database, the computer program product comprising:

instructions for receiving a message from a user by means of one of a plurality of allowable communication devices;

30 instructions for entering the message into a
designated account in the database; and
instructions for storing the message in a uniform

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21. The computer program product according to claim 19,
further comprising instructions for requesting personal

identification information from the user, wherein the information is used to verify access rights to the database.

5 22. The computer program product according to claim 19,
wherein the message retrieved from the database is a
voice message.

23. The computer program product according to claim 19,
10 wherein the message retrieved from the database is a text
message.

24. The computer program product according to claim 19,
wherein the uniform storage format specified for the
15 database account may be one of the following:

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    MP3;
    wave file;
    AU;
    WMA; and
20    Real Audio.

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25. A system for entering messages into a database, the system comprising:

25 a receiver adapted to receive a message from a user
by means of one of a plurality of allowable communication
devices;

a filing component adapted to enter the message into a designated account in the database; and

30 a storage component adapted to store the message in
a uniform storage format specified for the account,
wherein the uniform storage format is independent of a
data format used by the communication device.

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26. A system for retrieving messages from a database,
the system comprising:

a receiver adapted to receive a message-retrieval
request from a user by means of one of a plurality of

5 allowable communication devices;

a retrieving component adapted to retrieve the
requested message from a designated account in the
database, wherein the message is stored in a uniform
storage format specified for the account;

10 a conversion component adapted to convert the
message contents from the uniform storage format to a
data format compatible with the communication device; and

a conveyance component adapted to convey the message
contents to the user.

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